

Vision

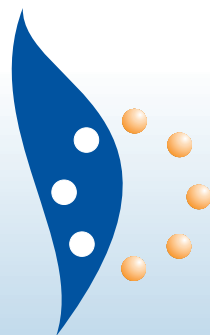
A safe and healthy community where everyone feels they are valued, supported and have the opportunity to participate.

Mission

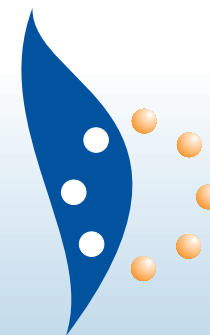
Our Mission is to provide health and community services that will best meet the needs of our community.

In doing so we will focus on:

- Supporting community identified need and genuine community participation
- Placing our clients/patients at the centre of our work
- Supporting individuals, groups and communities to maintain and improve their health and well-being and minimise the negative impact of chronic disease and injury
- Integrating and coordinating our services within an interdisciplinary service delivery model
- Allocating and using our resources effectively and efficiently
- Achieving through collaboration and partnerships
- Being creative, innovative and open to discovery.



Central Gippsland
Health Service



Central Gippsland
Health Service

Strategic Plan 2014

Summary Report

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Core Values

In achieving our goals and objectives we will develop an organisational culture that supports:

- **Social Justice - Equity of Outcome**

To do this we will: focus on achieving equality of outcome for individuals and groups; understand the impact of poverty and disadvantage on behaviour and health status; support affirmative action for the disadvantaged and marginalised amongst us; ensure our fees policy takes into account a client's ability to pay; support harm minimisation and targeted community support programs and be compassionate, tolerant and embrace diversity.

- **Honesty, transparency and integrity**

To do this we will: set and model standards of behaviour consistent with the Victorian public sector code of conduct; embrace open disclosure and provide meaningful

and clear information to our stakeholders and support ethical leadership development at all levels of the organisation.

- **Quality - Excellence with the client at the centre**

To do this we will: embed a quality culture of continuous improvement across the organisation such that our client's experience with CGHS is characterised by the following: seamless coordinated, integrated and timely provision of person centred care; facilities and equipment that enable the provision of efficient, effective and sustainable service delivery and a workforce that places a very high value on excellent customer service and client/patient advocacy.

- **Caring - Support, compassion and tolerance**

To do this we will be: welcoming, caring, supportive, share knowledge freely and support learning in every setting; relate to our community with tolerance and compassion; assist our community to understand their rights and responsibilities and have access to genuine complaints resolution

processes; support our community to identify the need for and make decisions relating to the development, delivery and evaluation of services; work within an intersectoral and collaborative framework to maximise benefits for our community; and appreciate the positive impact on organisational and community capacity that comes from diversity.

- **People - Respect and support**

In doing so we will: strive to provide an environment that assists our staff to achieve their personal goals and objectives, live ethically within their personal value system, and enthusiastically support CGHS to achieve our strategic and service delivery goals and objectives; develop a workplace where people are enabled to be efficient and effective, put forward ideas and participate in decision making, be creative and innovative, and develop their learning and career in a manner consistent with their strengths and interests; and foster very high levels of staff capability and satisfaction.

Key areas, goals (outcomes) and objectives

Key area	1	Accountability and governance
Goal (Outcome)	1.1	CGHS performs efficiently and effectively and responds strategically to changing demands
Objective	1.1.1	Develop and continuously improve transparent governance and accountability systems that are consistent with agreed values and support high performance
Key area	2	People
Goal (Outcome)	2.1	People are as healthy as they can be
Objective	2.1.1	Develop a system that is responsive to people's needs
Goal (Outcome)	2.2	People are managing their own health better
Objective	2.2.1	Improve everyone's health status and health experience
Goal (Outcome)	2.3	People have the best healthcare service options possible
Objective	2.3.1	Expand service capability
Objective	2.3.2	Expand workforce capability
Objective	2.3.3	Increase the systems financial sustainability and productivity
Goal (Outcome)	2.4	People management practices are aligned to the strategic and operational goals of CGHS
Objective	2.4.1	Develop strong linkages between individual, service/divisional performance and overall CGHS strategy
Key area	3	Business processes
Goal (Outcome)	3.1	People manage and use knowledge, ICT, facilities and equipment in accordance with documented practices
Objective	3.1.1	Documented practices support continuous improvement and enable business continuity
Key area	4	Knowledge
Goal (Outcome)	4.1	Care is appropriate and cost effective and delivered in the most appropriate, cost effective settings
Objective	4.1.1	Increase accountability and transparency
Objective	4.1.2	Develop a knowledge based culture
Goal (Outcome)	4.2	CGHS is highly productive and sustainable
Objective	4.2.1	Implement continuous improvement and innovation
Key area	5	Facilities and equipment
Goal (Outcome)	5.1	Physical facilities and equipment enable CGHS service delivery
Target		Infrastructure upgrades and equipment replacement or acquisitions support agreed service delivery priorities
Objective	5.1.1	Investments in infrastructure and equipment match service delivery capability priorities
Key area	6	Information and communication technologies
Goal (Outcome)	6.1	Information and communication technologies facilitate CGHS service delivery
Objective	6.1.1	Increased and more effective utilisation e-health and communication technology